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Electronic Patent Application Submission
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EFS ID: 57322
Application ID: 10735470
METHOD AND APPARATUS FOR
PROVIDING INTEGRATED
Title of Invention: CUSTOMER CARE AND WORK-
FLOW MANAGEMENT
First Named Inventor: Anand Kumar
Domestic/Foreign Application: Domestic Application
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Statement
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Confirmation number: 4313
Attorney Docket Number: 717841.4



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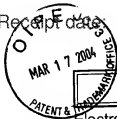


TRANSMITTAL

Electronic Version v1.1

Stylesheet Version v1.1.0

Title of Invention	METHOD AND APPARATUS FOR PROVIDING INTEGRATED CUSTOMER CARE AND WORK-FLOW MANAGEMENT	
<p>Application Number: 10/735470 </p> <p>Date: 2003-12-12</p> <p>First Named Applicant: Anand Kumar</p> <p>Confirmation Number: 4313</p> <p>Attorney Docket Number: 717841.4</p>		
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Submitted by:	Elec. Sign.	Sign. Capacity
Mark E. Stallion Registered Number: 46,132	/Mark E. Stallion/	Attorney
Documents being submitted	Files	
us-ids	nisc4.2-usidst.xml	
	us-ids.dtd	
	us-ids.xsl	
Comments		



ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18
 Stylesheet Version v18.0

Title of
 Invention

**METHOD AND APPARATUS FOR PROVIDING
 INTEGRATED CUSTOMER CARE AND WORK-FLOW
 MANAGEMENT**

Application Number: 10/735470

Confirmation Number: 4313

First Named Applicant: Anand Kumar

Attorney Docket Number: 717841.4

Search string: (6337901 or 6182054 or 6515968 or 6298352
 or 6128624 or 6324516 or 5878400 or 6249905
 or 6563518 or 6031904 or 20020138828 or
 20030033167 or 20020168055 or 20020049615
 or 20030059845 or 20020087341 or
 20030090514).pn.



US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

Init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
/J.P./	1	6337901	2002-01-08	Rome, et al.			
	2	6182054	2001-01-30	Dickinson, et al.			
	3	6515968	2003-02-04	Combar, et al.			
	4	6298352	2001-10-02	Kannan, et al.			
	5	6128624	2000-10-03	Papierniak, et al.			
	6	6324516	2001-11-27	Shults, et al.			
	7	5878400	1999-03-02	Carter, III			
	8	6249905	2001-06-19	Yoshida, et al.			
	9	6563518	2003-05-13	Gipalo			
/J.P./	10	6031904	2000-02-29	An, et al.			

US Published Applications

Note: Applicant is not required to submit a paper copy of cited US Published Applications



Init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
/J.P./	1	20020138828	2002-09-26	Robohm, et al.			
	2	20030033167	2003-02-13	Arroyo, et al.			
	3	20020168055	2002-11-14	Crockett, et al.			
	4	20020049615	2002-04-25	Huber			
	5	20030059845	2003-04-10	DeWitt, et al.			
	6	20020087341	2002-07-04	Kappel, et al.			
/J.P./	7	20030090514	2003-05-15	Cole, et al.			

Signature

Examiner Name	Date
/John Preston/	01/06/2011

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /J.P./